



European Human Genetics Conference

ESHG 2015

Exhibitors' Manual

Glasgow, United Kingdom

6 – 9 June, 2015

EXHIBITION ORGANISER



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GENERAL INFORMATION

Exhibition Organiser

For all exhibition related questions, please contact Rose International:

Name	Rose International Exhibition Management & Congress Consultancy bv		
Address	P.O. Box 93260 NL - 2509 AG The Hague		
Telephone	The Netherlands	Contacts	Flora van Laer Krista Vink
Fax	+31(0)70 383 89 01	E-mail	fvanlaer@rose-international.com kvink@rose-international.com
Exhibition Service Desk	+31(0)70 381 89 36 The telephone number during build-up, exhibition days, and break-down at the Exhibition Service Desk during ESHG 2015 will be +44 141 576 3428.		

Conference Organiser

For information on the conference programme, please contact the Congress Office:

Name	ESHG 2015 - c/o Vienna Medical Academy - VMA		
Address	Alser Strasse 4 AT - 1090 Vienna, Austria		
Telephone	+43 (0)1 405 138 316	Contact	Kristina Libova
Fax	+43 (0)1 407 827 4	E-mail	conference@eshg.org
		URL	www.eshg.org/eshg2015

Conference & Exhibition Location

Venue	SECC – Scottish Exhibition and Conference Centre
Exhibition Area	Hall 4
Address	Exhibition Way, G3 8YW Glasgow, United Kingdom
ESHG Entrance	West and East Entrance, please see map on page 7
Telephone	+44 (0)141 248 3000
URL	www.secc.co.uk/

For any questions regarding the SECC, please contact **Rose International**.

Note: Do not send any shipments/materials to the SECC, they will not be accepted.

For delivery of goods, see page 23, Section 3 and pages 24-27, Section 4 (Freight Forwarding Agent).

Exhibition Dates & Opening Hours (Conference dates & hours: see next page)

Note: exhibition open already on Saturday.

Saturday	6 June 2015	09.30	-	18.30 hrs	See note below
Sunday	7 June 2015	09.00	-	17.30 hrs	See note below
Monday	8 June 2015	09.00	-	17.30 hrs	See note below

- **Note:** Exhibitors should be present at their stand 15 minutes before the opening of the exhibition and preferably stay for 15 minutes after closing time. This is for security reasons.
- Stands must be staffed at all times during opening hours of the exhibition.
- If staff is not present when the exhibition opens, the organisers will remove covers from equipment in the stand and will turn on the stand lights.
- For build-up and break-down schedules see pages 8 and 9.

Conference Dates & Hours (Exhibition dates & hours: see previous page)

Saturday	6 June 2015	08.00		Registration opens
		10:15	- 20:00 hrs	Conference programme
		14.00	- 18.00 hrs	Opening ceremony followed by first two plenary sessions
		20.00	- 21.30 hrs	Opening Networking Mixer
Sunday	7 June 2015	08.30	- 20.30 hrs	
Monday	8 June 2015	08.30	- 20:30 hrs	
Tuesday	9 June 2015	09.00	- 15.45 hrs	Note: exhibition closed!

Conference programme details: www.eshg.org/eshg2015.

Opening Ceremony and Opening Networking Mixer

Exhibitors are invited to the Opening Ceremony, followed by the first two plenary sessions, on Saturday 6 June from 14.00 – 20.00 hrs, all in the SECC, and to the Opening Networking Mixer at 20.00 hrs at the Glasgow Science Centre 3 minutes' walk of the SECC. All exhibitors are welcome (free admission but remember to wear your badge). **Note:** the **exhibition remains open** during the opening ceremony and plenary sessions so do not forget to keep staff on your stand.

Poster Mounting, Removal and Presentation Schedule

Poster presentations will be held in the exhibition hall from 6 - 8 June. Poster mounting, viewing and removal times are:

Saturday	6 June 2015	09:30	- 18.30 hrs	Poster mounting / viewing
Sunday	7 June 2015	09.00	- 17.30 hrs	Poster viewing
Monday	8 June 2015	09.00	- 17.30 hrs	Poster viewing
Monday	8 June 2015	16.30	- 17.30 hrs	Poster removal

Internet Café, WiFi and Internet Connections

The Internet Café in the exhibition/poster area is open during exhibition opening hours:

Saturday	6 June 2015	09.30	- 18.30 hrs
Sunday	7 June 2015	09.00	- 17.30 hrs
Monday	8 June 2015	09.00	- 17.30 hrs

WiFi will be available free of charge to all conference participants and exhibitors. To access the free of charge WiFi you must do the following:

Click SSID: esgh2015
 Insert Username: esgh2015
 Insert Password: esgh2015

Exhibitors requiring a reliable Internet connection on their stand (e.g. for presentations) should order their own connection (see page 21, Section 3, for information and how to order), because continuous access and speed cannot be guaranteed on the general WiFi.

Coffee Breaks, Cash Bar, Lunch, Restaurants & Stand Catering

During the official breaks of the conference (as published in the conference programme), coffee, tea and refreshments will be served in the exhibition and poster area free of charge for participants and exhibitors.

A Cash Bar will be open in the exhibition/poster area during opening hours of the exhibition. The Cash Bar will offer sandwiches, snacks and beverages at a charge. The menu can be viewed at the Cash Bar. Please note that the Cash Bar will **not** be open during build-up on Friday 5 June for exhibitors installing their stands. Exhibitors can go to the Clydebuilt or Deli & Bakery which are both located in the Concourse of the SECC.

Lunch boxes can be ordered prior to the conference (no on-site orders) for Saturday 6, Sunday 7, and Monday 8 June. Go to form 3 in Section 5, for costs and to order.

For stand catering, see page 21, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the SECC, unless these are ordered from the official ESHG 2015 catering company (Levy Restaurants).

► **Continued on next page.**

A restaurant, Clydebuilt, is located on the East side of the Concourse of the SECC. During Build-up exhibitors will get a 35% reduction on their orders with their exhibitor badge.

Events during the Conference - Social and Commercial

The Annual Meetings Committee of the ESHG do **not allow any company events** during the conference (6 – 9 June), commercial or social, outside the time slots for company satellite meetings offered in the sponsor programme. Not in the SECC, neither in other locations in Glasgow. The sponsor programme is available from Rose International.

Sponsor Programme and Advertising

ESHG 2015 offers an attractive range of sponsorship and advertising opportunities, giving considerable exposure before and during the conference. Sponsorship items include e.g. company satellite time slots during the conference programme, inserts in the conference bags, Internet Café, the badges, the conference signage in the SECC, poster boards, official coffee breaks and many more.

All advertising (also in and around the SECC) and sponsoring for and during ESHG 2015 is exclusively handled by Rose International.

If you have not yet received your copy of the Sponsor Programme, kindly contact Rose International.

Literature and Give Aways – Free Literature Table

Distribution of literature and give-aways is **not permitted outside** the exhibitor's stand. (art. 3.4 of Rose International General Conditions). Any literature found outside exhibitors stands will be trashed.

It is however **allowed** to display exhibitors material, in reasonable quantities, on the Free Literature table, section Company Information, in the exhibition area (location to be determined). Please help to keep the table neat and tidy.

Smoking

ESHG 2015 is a non-smoking conference, while the SECC does also not allow smoking in any parts of the building.

Emergency Telephone Numbers

In case of an emergency (fire, medical, etc.) in the SECC call the following central emergency number: +44 141 567 3333 (internal number: 333).

In case of an emergency during your stay in Glasgow (outside the SECC) you can call the emergency hotline 112 (when every second counts).

General Conditions of Rose International

The General Conditions of Rose International may be found on the backside of your exhibit application form and are also available on request from Rose International. By signing the exhibit application form, each exhibitor has accepted, as legally binding, these General Conditions.

See also important Rules & Regulations in Section 6.

Cash Dispenser

You will find two cash dispensers in the SECC at the Concourse.

Currency

The currency in United Kingdom is GBP. For up-to-date exchange rates, check at a currency exchange site on the Internet, e.g. www.xe.com/ucc.

Tourist Information

For tourist information on Glasgow and Scotland, please refer to the following websites: www.peoplemakeglasgow.com and/or www.visitscotland.com.

Visa

Remember to check with your travel agency, or with the British consulate or embassy in your country, if you need a visa to enter the country.

Parking Private Cars

During Build-up, Break-down & Conference days private cars of exhibitors can be parked free of charge at Car Park 5 (accessible through the service entrance). Please note that this service is only for exhibitors and not participants. To be able to leave the Car Park 5 free of charge, you will have to pick up a car park voucher at the Exhibition Service Desk on your first day.

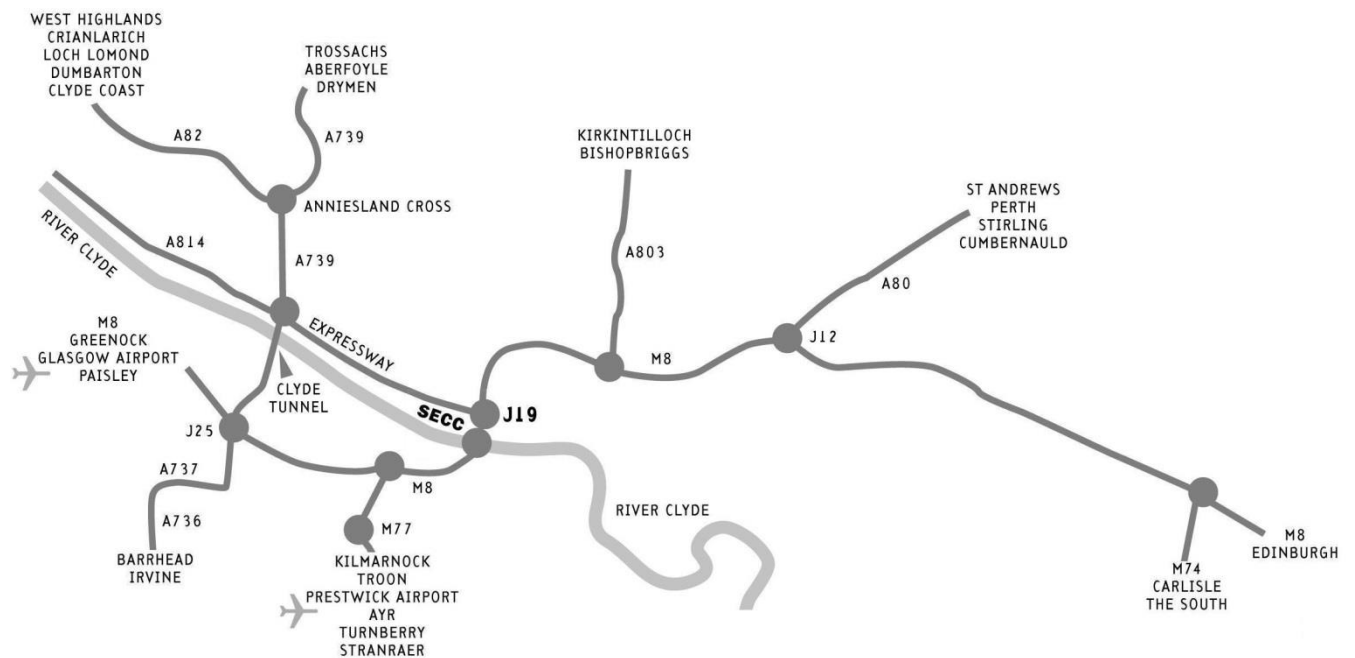
Parking Trucks

Trucks can be parked free of charge (no voucher needed) at the SECC loading/unloading area of Hall 4. When taking the service entrance you will find the loading bay at your left hand side. See map next page.

How to get to the SECC

By car

Leave the M8 motorway at junction 19 and join the westbound Clydeside Expressway (A814). Westbound on the Expressway (A814) take cut off signposted SECC East. Turn left at traffic signals and take the right lane to access multi-storey parking at the venue.



By train

Six trains an hour (around every 10 minutes) from Glasgow Central station (Platform 17, on the lower level) will bring you to Exhibition Centre station in a journey time of just three minutes.

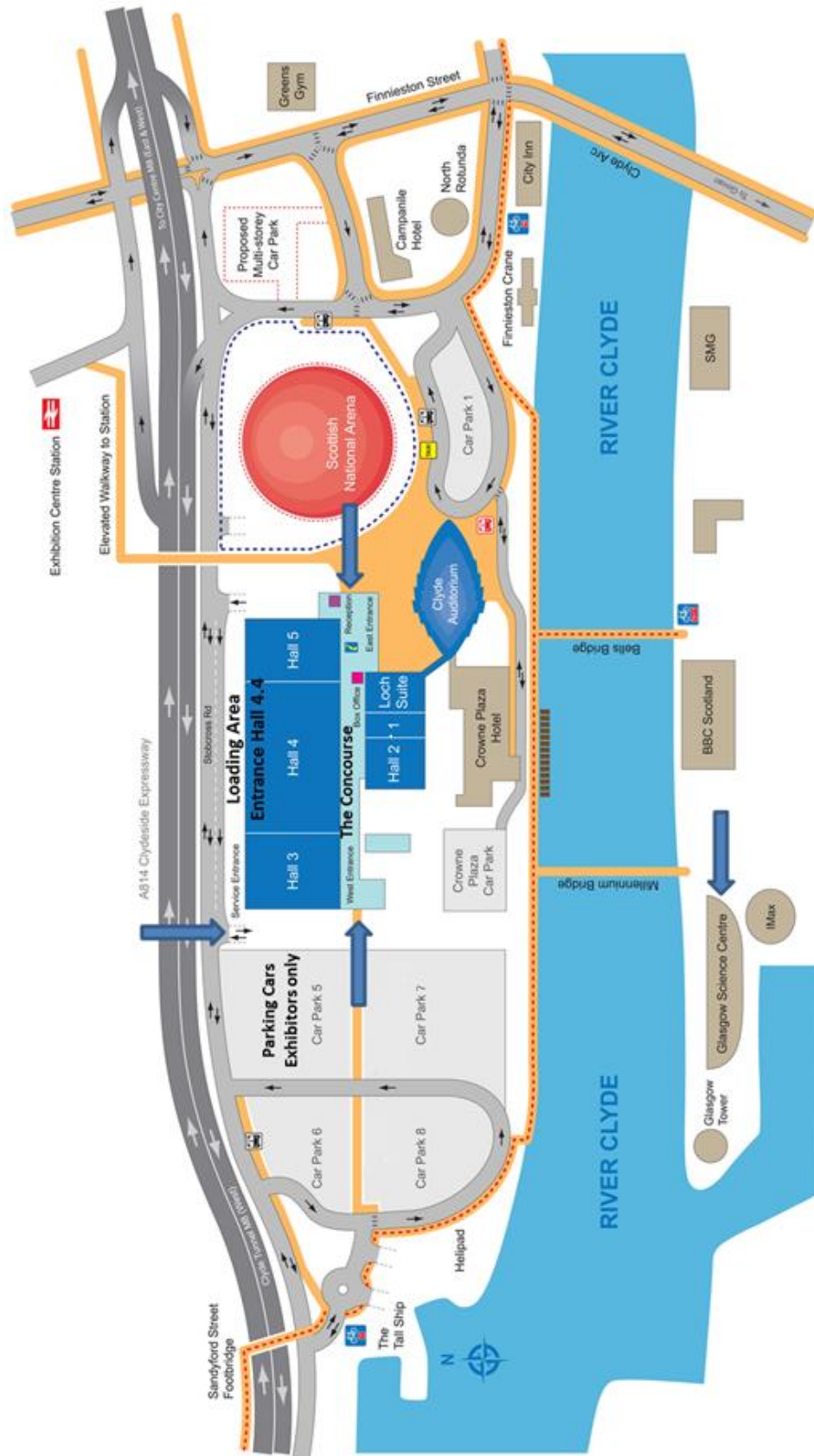
By air

Glasgow is easily reached by three international airports:

1. Glasgow International.
2. Glasgow Prestwick.
3. Edinburgh International.

Please check out the following url for more details about travelling to the SECC, as well as for downloading maps: secc.co.uk/attend/how-to-get-here.

SECC Overview Map



TECHNICAL INFORMATION

Build-up Schedule

Exhibitors are strongly advised to use the standard stand construction package (included in the stand space fee, see also form 2 in Section 5), because build-up and break-down times are limited.

A. Schedule for exhibitors using the standard stand construction package

Thursday 4 June	NO ACCESS for exhibitors who use the package of standard stand construction (Form 2 in Section 5).	
Friday, 5 June	08.00 – 18.00 hrs	Bringing in and installation of exhibits.
Friday, 5 June	17.00 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 5 June	17.00 – 18.00 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view cleaning and carpeting of aisles.

B. Schedule for exhibitors bringing and building their own stand (design stand)

Thursday, 4 June	09.00 – 19.00 hrs	Stand construction works by exhibitors and their stand contractors who bring and build their own stand (Form 2, Section 5) and have a written agreement with Rose International about their construction works on Thursday 4 June 2015. All construction works must be finished on Thursday 4 June by 19.00 hrs, <u>no construction</u> works allowed on Friday 5 June.
Friday, 5 June	08.00 – 18.00 hrs	Bringing in and installation of exhibits. No construction works allowed (see Thursday).
Friday, 5 June	17.00 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 5 June	17.00 – 18.00 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view cleaning and carpeting of aisles.

► **If in doubt whether you belong to group A (standard stand construction stand) or group B (design/own stand), check with Rose International to avoid misunderstandings on your build-up schedule. There will be absolutely no access on Thursday for exhibitors of Group A. For Group B only access if exhibitor or his stand contractor has a written agreement with Rose International about their building up schedule on Thursday 4 June.**

An over-all schedule of build-up procedures is given on page 14 (this Section).

Contractual working hours agreed with the SECC do **not allow for any delay** in leaving the exhibition area after contractual hours. If an exhibitor, his staff, his contractor or his supplier does not leave the premises at, or before, the times printed above, the exhibitor will be held responsible for additional rental and other fees incurred.

Break-down Schedule

A. Schedule for exhibitors using the standard stand construction package

Monday, 8 June	17.30 – 18.15 hrs as of 17.45 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, after all participants have left the exhibition area.
	18.15 – 20.00 hrs	Taking exhibits out of the exhibition hall. All rented materials will be collected by the relevant suppliers.
	20.00 hrs	Dismantling standard stand construction by the stand contractor starts.
	20.00 hrs (strict)	All exhibits and exhibitor's materials should have been taken out of the stands and the exhibition areas.

B. Schedule for exhibitors bringing and building their own stand (design stand)

Monday, 8 June	17.30 – 18.15 hrs as of 17.45 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, after all participants have left the exhibition area.
	18.15 – 23.00 hrs	Break-down and taking materials and exhibits out of the exhibition hall.
	23.00 hrs (strict)	The premises must be completely cleared of all materials and exhibits.

Important note:

- At 23.00 hrs on Monday 8 June all materials/exhibits must have been taken out of the exhibition area in view of the contractual rental period. After 23.00 hrs the organisers are entitled to have goods and (stand) materials removed and stored at the expense of the relevant exhibitor.

Exhibition Desk - Check-in – Badge Required

Exhibitors and their contractors/suppliers should check-in at the Exhibition Service Desk (location will be announced in April 2015) upon their arrival at the SECC. Contractors and suppliers will receive a worker badge for the build-up period.

Exhibition Service Desk - Opening Hours

Build-up	Thursday	4 June	08.30 – 19.30 hrs only for exhibitors who build their own stand and have a written agreement with Rose International about their construction works on Thursday 4 June 2015.
Build-up	Friday	5 June	07.30 – 18.30 hrs
Exhibition	Saturday	6 June	09.00 – 19.00 hrs
Exhibition	Sunday	7 June	08.30 – 18.00 hrs
Exhibition / Break-down	Monday	8 June	08.30 – 21.00 hrs

Exhibition Service Desk - Telephone Number

During opening hours of the Exhibition Service Desk from Friday 5 June – Monday 8 June, the following direct telephone line will be in operation: +44 141 576 3428.

To reach Rose International on Thursday 4 June, please call their office number: +31 70 383 8901.

Occupation of Exhibit Space

If an exhibitor has not taken up his stand space on:

A. Friday 5 June 2015 at 18.00 hrs – exhibitors using the standard stand construction package

B. Thursday 4 June 2015 at 19.00 hrs – exhibitors bringing/building their own stand

Rose International may dispose of exhibitor's stand space without notice or proof of default. The agreed fees remain due in full and the exhibitor is not entitled to any compensation.

Booth Inspection

Inspection of the booths by Rose International is carried out continuously during build-up procedures to make sure that exhibitors receive the services ordered, and to see to it that the instructions of, and on behalf of, the organisers and the SECC are taken into account.

Technical Specifications

Below are important technical specifications related to (the use of) your exhibit space, the standard stand construction package, and the exhibition area in general.

Building height and how to use your exhibit space	Stand walls must be 2.50 m high exactly , not lower, not higher, measured from the floor of the hall, not from e.g. a raised or technical floor. It is not allowed to use the walls of neighbouring stands , each stand must have its own walls, finished to the satisfaction of the organisers. <ul style="list-style-type: none"> • In-line stands should have side and back walls measuring the full depth, width and height (2.50 m) of the rented stand space. • Head stands should have a back wall covering the full width and height (2.50 m) of the stand. Partly closed side walls are advisable in order to hide e.g. the backside, and wires of spotlights, of a display system in the stand. Contact Rose International for advice. • Corner stands must have two back walls over the full depth and height (2.50 m) of the stand.
Objects in stands	For objects higher than 2.50 m permission is required from Rose International. These higher objects should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls.
Displays in stands	If you intend to bring a display system (e.g. pop-up display) to put in your stand, please inform Rose International of the measurements (height x width in m) so we can check if the display will fit. For spotlights on your system: also see below, Plugs, sockets and adapters.
Floor material exhibition area	The exhibition hall has a concrete floor. Aisles will be carpeted and carpet in the stands is mandatory.
Carpet in stands	All stand floors must be carpeted. Carpet for the standard stand construction stands is included in the package (go to page 20 for instructions on how to indicate your choice of colour). Exhibitors who bring/build their own stand should bring their own carpet or can order this. Please contact Rose International if you wish to order any carpet.
Max floor load	5000 kg / m ² .
Electricity	Single phase 230V/50 Hz current up to 3 kW. Three-phase 400V/50 Hz current + neutral above 3 kW. Electricity connections come from the floor. Also see important information and instructions on page 20, Section 3.
Plugs, sockets and adapters	The plugs and sockets in the UK are not the same as the regular European plugs and sockets. The 2 free sockets in your package will have European sockets unless you have indicated via the on-line portal of A-Booth that you wish to have UK sockets. Adapters (e.g. European to UK) can be ordered through the online portal of A-Booth.
Voltage transformers	For equipment requiring 110/120V, a transformer is needed to connect to 230V/400V . Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-Booth. No on-site ordering of transformers.
Suspensions/Rigging	The height of the hall allows for suspensions and rigging. Please contact Rose International well in advance if you have any plans for suspensions over your stand. These need careful planning (build-up time is limited!) and the approval of Rose International before 1 April 2015 . All costs involved in rigging/suspensions will be for the exhibitor. See also important regulations in Section 6.

Access to the Exhibition Hall during Build-up hours

A. Exhibitors using the package of **standard stand construction**

- **Access on Friday 5 June only.**
- Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
- Entrance during build-up is via the loading area at entrance 4.4. of Hall 4.
- Unloading and bringing in of exhibits to be finalised before 17.00 hrs on Friday 5 June.
- Exhibitors hand-carrying their materials may also enter via the West and East Entrance of the SECC (see map on page 7).
- **For each car (note: Only for exhibitors) entering the delivery area, a car park voucher needs to be picked up at the Exhibition Service Desk on the first day of parking.** See page 6 for information. Cars of exhibitors can be parked free of charge at Car Park 5.
- Badges (Exhibitor, Exhibits Only or Worker badge), are required for all persons working during build-up. See pages 9 and 16 -17 for further details and where and when to collect badges.

B. Exhibitors **bringing and building their own stand (design stand)**

- **Access on Thursday 4 and Friday 5 June.**
- Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
- Unloading and bringing in of exhibits to be finalised before 17.00 hrs on Friday 5 June.
- Exhibitors hand-carrying their materials may also enter via the West and East Entrance of the SECC (see map on page 7).
- **For each car (note: Only for exhibitors) entering the delivery area, a car park voucher needs to be picked up at the Exhibition Service Desk on the first day of parking.** See page 6 for information. Cars of exhibitors can be parked free of charge at Car Park 5.
- Stand materials should be brought in on Thursday 4 June, and all **construction works must be finished before 19.00 hrs on Thursday 4 June (strict).**
- Badges (Exhibitor, Exhibits Only or Worker badge), are required for all persons working during build-up. See pages 9 and 16-17 for further details and where and when to collect badges.

Delivery & Removal of Exhibits to/from the Exhibition Hall

The delivery and removal of exhibition goods during build-up and break-down should take place via entrance 4.4 of Hall 4, which is accessible through the service entrance; see delivery area access map on page 13.

The following instructions apply for the delivery and (un)loading of goods.

- Valverde is the official ESHG 2015 freight forwarder, appointed by Rose International.
- The use of forklift trucks and other motorized transport and lifting equipment by other parties than Valverde is not allowed.
- For parking of trucks: see page 6.
- Delivery area access map on page 13.

List of Exhibitors & Floor plan

For an updated list of exhibitors and the most recent floor plan please visit the conference website: www.eshg.org/eshg2015, Exhibition page.

Stand Number & Final Stand Allocation

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2015. In case it is necessary to change an exhibitor's stand location and/or stand number, the exhibitor will be notified immediately.

Animals

It is not allowed to bring any animals into the building. Exception will be made for service dogs.

Rules & Regulations, Documents – The SECC

For Rules & Regulations of the SECC please see the following url: <http://secc.co.uk/organise/downloads.aspx> . Each **exhibitor is obliged** to read these regulations carefully.

Rules & Regulations, General Conditions – Rose International

For the Rose International Rules & Regulations, as well as an overview of the most important articles of their General Conditions, go to Section 6.

Liability

Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the SECC and/or the city of Glasgow, nor the ESHG can accept responsibility for the security and safety of the booths, their contents and exhibitors' staff. Neither can they accept responsibility for damage to or theft of any goods whatsoever. According to Article 9 of the General Conditions of Rose International, participation in the exhibition is at the risk of the exhibitor under all circumstances.

Exhibitors accept full responsibility for rented equipment by signing the relevant order form(s) and/or when ordering online. The exhibitor will be charged for any loss of or damage to rented equipment. Any damage to the building will be charged to the relevant exhibitor.

Insurance

Exhibitors should take care of an insurance to cover third party liability including liability towards Rose International, the ESHG, the congress centre and all service suppliers. All rented equipment must be insured by the exhibitor. Make sure your staff is well insured (liability, health etc.).

Theft Prevention - Security

Exhibitors who wish to order a security guard on the stand, please contact Rose International (see page 19, Section 3). We strongly advise exhibitors to observe the following suggestions for theft prevention.

During Build-up

- Bring valuable and personal goods into the building as late as possible and do not leave unguarded.
- When leaving the building after or during build-up, mark your stand site with a ribbon. Exhibition organisers and security will know that persons behind the ribbon do not belong in your stand.
- Staff your booth during the entire build-up period, and in particular after your exhibits have been installed.
- Also observe other periods when the public will be around.
- Do not leave valuable goods in the stand when leaving. Take these with you (preferably), or lock away.

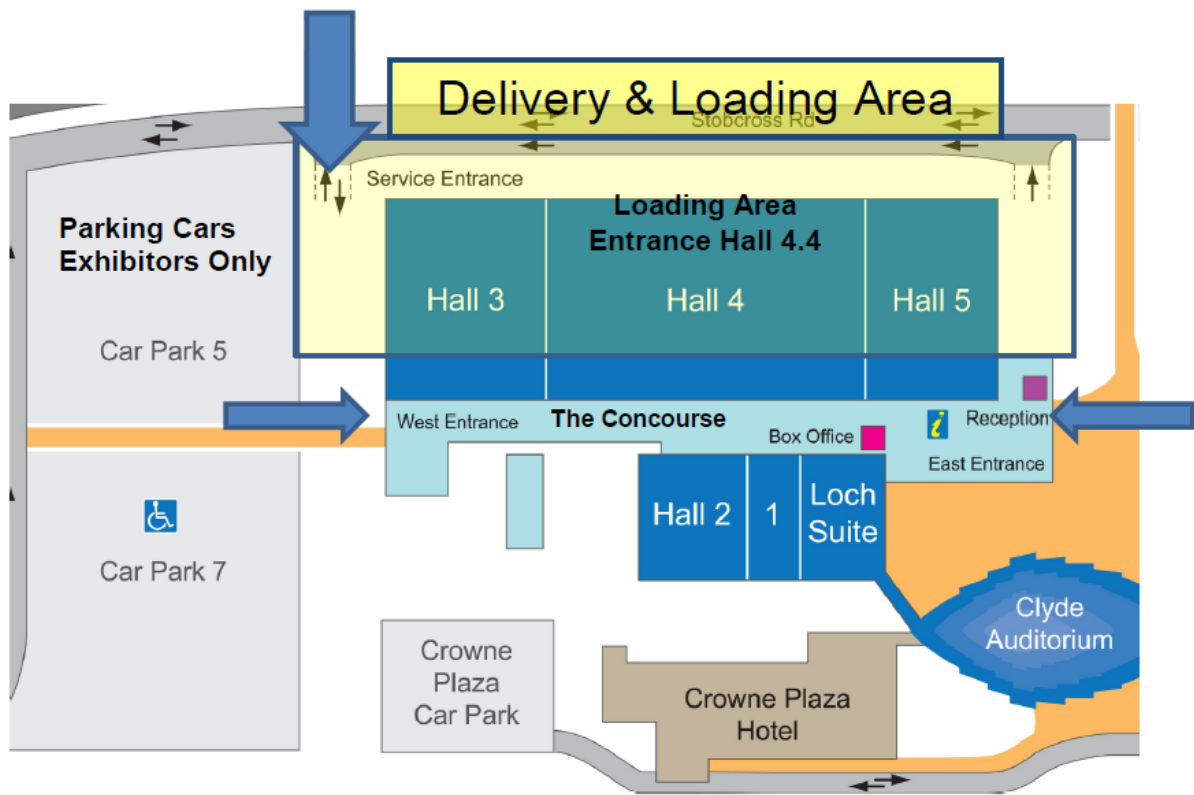
During Exhibition Opening Hours

- Do not leave your stand unmanned during opening hours of the exhibition.
- Arrive preferably 15 minutes before opening time of the exhibition.
- Poster viewing hours run concurrent with exhibition opening hours: so do not come late, and do not leave early.
- Always keep your valuable and personal belongings locked away.
- After closing of the exhibition, keep your stand manned until all visitors have left the exhibition area.
- Make sure to take with you, or lock away, valuable goods at the end of each exhibition day.

During Break-down

- Remove all valuable and personal goods as quickly as possible from the building when the exhibition closes, and leave these in a safe place.
- Keep your stand manned permanently by one person at least until all your goods have been removed and taken out of the exhibition hall.

Delivery Area Access Map



Schedule of Build-up Procedures

ACTIVITY	Thursday 4 June	Friday 5 June	REMARKS
Standard stand construction works by the official stand contractor	All day **	-	** No access for exhibitors using standard stand construction package.
Bringing in of stand materials/ shipments for exhibitors building their own stand (<u>design stand</u>)	09.00 – 15.00	-	If you build your own stand, make sure to instruct Valverde to deliver your materials early on Thursday 4 June.
Exhibitors bringing/building their own stand (<u>design stand</u>)	Construction Works * 09.00 - 19.00	Installation of Exhibits 09.00 – 18.00	* Agreement required with Rose Int. for construction on Thursday 4 June. All construction works should be finished on Thursday at 19.00 hrs.
Bringing in and installation of exhibits by exhibitors using the <u>package of standard construction</u>	No Access on Thursday	09.00 – 18.00	
Aisles must be cleared of all goods, waste materials, empties etc.		17.00 strict	- Storage empties: Valverde (Section 4) - To order a storage in your standard stand construction stand, please order via the online portal of A-Booth
Aisles will be cleaned and carpeted		After 17.00	Concerns the aisles in and around the exhibition areas.
Collection of empties for storage by Valverde		08.00 – 17.00	Please pre-order storage for your empties: Valverde, Section 4.
Ordered furniture brought to stands	End of the day		
Rented media equipment brought to stands and installed		08.00 – 17.00	Position of ordered items can be indicated via stand lay-out form included in the on-line portal of A-Booth.
Internet access installation		08.00 – 17.00	Position of ordered items will be defined with you at time of delivery.
Ordered plants and flowers brought to stands		15.00 – 17.00	Plants and Flowers will be placed in the booth by Blooms.
Stand floors and general cleaning of the exhibition stands and areas		Evening	Stand floor cleaning is included in your stand space fee, as well as daily cleaning on Saturday and Sunday evening.

**The Exhibition opens on Saturday 6 June at
09.30 hrs**

Exhibitors should be present at 09.15 hrs

EXHIBITION SERVICES & SUPPLIERS

GENERAL INFORMATION - EXHIBITION SERVICES

- In this Section you will find important information on the services offered by Rose International and its official suppliers, as well as contact details of these suppliers. Suppliers have been appointed by Rose International in order to secure correct and timely build-up and planning procedures. Please read this information before going to the relevant order forms in Section 5.
- Orders should reach suppliers before the **deadline stated on the individual forms** and the **overview of deadlines** on page 29, Section 5. Orders received after deadlines, and on-site, will cause delays in your building-up procedures and incur **surcharges** as specified on each order form.
- Forms marked “**Mandatory**”: must be completed and returned by each exhibitor before the deadlines.
- Suppliers marked “**Exclusive supplier**”: it is not allowed to use other suppliers for these services.
- For any questions regarding the offered services, kindly contact the relevant suppliers.
- A number of **services** are **On Request**. For services not listed in this manual, contact Rose International.
- All fees in this manual are exclusive VAT. VAT will be specified on invoices, if applicable in your situation.
- For VAT Reclaim see page 18 in this Section.

SERVICES - ROSE INTERNATIONAL

1.	Payment procedures - Mandatory	Form 1
2.	Exhibitors manual	Download
3.	Catalogue & subject index entry - Mandatory	Form by e-mail
4.	Badges (exhibitor, exhibits only) - Mandatory	Form by e-mail
5.	Standard stand construction or design stand - Mandatory	Form 2
6.	Conference party & lunch boxes	Form 3
7.	Co-exhibitor on the stand	On request
8.	VAT & VAT reclaim	On request
9.	Temporary Staff – stand security & hostesses	On request
10.	Extra cleaning services	On request
11.	Waste disposal	On request
12.	Water & compressed air connections	On request

Name Rose International, Exhibition Management & Congress Consultancy bv
Address P.O.Box 93260, NL-2509 AG The Hague, the Netherlands
Contacts Flora van Laer E-mail fvanlaer@rose-international.com
 Krista Vink kvink@rose-international.com
Telephone +31(0)70 383 89 01 Fax +31(0)70 381 89 36

Payment Procedures**Mandatory - Form 1**

1. Exhibitors receive an invoice, with specified VAT if applicable, for all their orders. The invoice will show amounts in both EURO as well as GBP. Note though that invoices issued by Rose International **need to be paid in EURO**.
2. An administration fee of **EURO 50.00 will be charged if at any time an invoice needs to be re-issued**, e.g. with different name/address details, or other changed details. **In case a PO number is needed** on the invoice, make sure to **inform Rose International when sending your orders**.
3. Rose International needs to be informed whether you wish to pay your orders (from Rose International) by bank transfer or by credit card, so please fill in and return form 1 before the stated deadline.
4. If you choose the option “bank transfer” you do not need to fill in the section Credit Card Details.
5. **Note:** all bank costs are for account of the exhibitor, instruct your bank accordingly when making a bank transfer. Always use Swift/BIC code and IBAN as stated on your invoice. **Any bank costs incurred by Rose International need to be reimbursed on-site**, in cash, or by credit card (surcharge for credit card payment applies).
6. In case you choose the option “Credit Card”, please fill in the section Credit Card Details and make sure to return the form together with your first order.
7. Orders for Rose International **received after 15 April 2015**, so also on-site, need to be paid by Credit Card and will be processed only after receipt of the completed section Credit Card Details on form 1.
8. **Note:** All **Credit Card payments**, before the conference and on-site, incur a **surcharge of 5% of total due, including VAT if applicable, plus EURO 2.00 transaction costs**.

Exhibitors Manual**Download**

Make sure that your staff members and contractors/suppliers receive and read the entire manual, not just parts of it because they will then miss crucial information causing your staff members serious on-site problems. The manual can be downloaded from the conference website, www.eshg.org/eshg2015, Exhibition page, scroll down to Downloads.

Catalogue & Subject Index Entry**Mandatory – Form by e-mail**

Exhibitors are entitled to company and product information in the exhibition catalogue. Exhibitors receive the entry form by e-mail in Excel format. The form should be returned to Rose International in the same, Excel, format (**do not pdf!**).

Catalogue entries must reach Rose International **before 1 April 2015**. If your catalogue entry has not reached us by this date, your listing will be limited to company name and stand number.

Exhibitor Badges & Exhibits Only Badges**Mandatory – Form by e-mail****A. Exhibitor Badges – Access to Exhibition & Scientific Sessions**

Exhibitors receive 2 complimentary Exhibitor badges for the first 6 m² of stand space and 1 additional free Exhibitor badge for each following 12 m². Exhibitor badges above the free allowance are available at EURO 85.00 each, excl. VAT, to a total max of 1 Exhibitor badge on each 3 m² of stand space (complimentary + paid Exhibitor badges together). For more badges see B. Exhibits Only Badges.

Exhibitor badges are available exclusively for exhibiting company staff.

Exhibitors receive the badge form by e-mail in Excel format; the form should be returned to Rose International by e-mail, in the same format, Excel (**do not pdf!**), before 15 April 2015.

Exhibitor badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Networking event on Saturday 6 June (time schedule on page 4, Section 1). Exhibitor badges include refreshments which are free for participants during the official breaks (printed in the final programme).

B. Exhibits Only Badges – Access to Exhibition ONLY

If exhibitor's stand staff exceeds the number of Exhibitor badges allowed (free and paid together), then it is possible to order Exhibits Only badges at EURO 85.00 each, excl. VAT. These badges give access to the **exhibition only** (not to scientific sessions) and include refreshments available free of charge to participants.

► **Continued on next page.**

Exhibits Only badges can be ordered with the Excel order form which exhibitors receive from Rose International. Exhibits Only badges are also available for exhibitors' guests who wish to visit the exhibition. Exhibits Only badges can also be purchased on-site, at the Rose International Exhibition Service Desk, but pre-ordering is preferred, since **on-site orders take time to process** so will cause a delay for your staff.

Important Information - Exhibitor and Exhibits Only Badges

- Exhibitor badges will show the name of the exhibiting company and the personal name of the staff member (both are mandatory), as well as the text **EXHIBITOR**.
- Exhibits Only badges will have, besides company (or institution for e.g. guests) and personal name, the text **EXHIBITS ONLY**.
- Badges will not be sent to exhibitors or guests in advance.
- Badges must be collected and signed for by individual members of exhibitor's staff, but may also be collected by one of the exhibitors staff members who should then make sure that each of his/her staff has received the badge before entering the SECC.
- Collection of badges at the **Exhibition Service Desk** of Rose International located in the exhibition hall. Exact location to be announced in April 2015.
- Opening hours of the **Exhibition Service Desk**:

Friday	5 June	07.30 – 18.30 hrs (build-up)
Saturday	6 June	09.00 – 19.00 hrs
Sunday	7 June	08.30 – 18.00 hrs
Monday	8 June	08.30 – 21.00 hrs (break-down as of 18.00 hrs)
- Outside these opening hours, the desk can be reached by telephone: +31 70 3838 901.
- **Badges must be worn visibly at all times in view of security and access procedures.**

Lost or Forgotten - Exhibitor and Exhibits Only Badges

Exhibitors who lose, or forget to bring to the congress centre, their badge (Exhibitor badge or Exhibits Only badge) will be able to buy an Exhibits Only badge (**not** an Exhibitor Badge) at cost, i.e. EURO 85.00 per badge. Badge preparation on-site will cause a delay in accessing the exhibition and conference levels.

Exhibitor Badges will not be re-issued, neither free nor paid, under any circumstances.

Changes and Cancellations - Exhibitor and Exhibits Only Badges

- Personal names for Exhibitor and Exhibits Only badges may be changed free of charge before 20 May 2015.
- After 20 May (so also on-site) there is a charge of EURO 20.00 excl. VAT for each change. Payment on-site when collecting the badges.
- **Cancelled Exhibitor badges as well as Exhibits Only badges will not be refunded at any time and remain payable in full.**

Conference Registrations

Company staff members, or exhibitor's guests, who wish to be registered as a full/regular participant of the conference should register on-line at www.eshg.org/registration2015.0.html.

Standard Stand Construction or Design (own) Stand

Mandatory - Form 2

Each exhibitor should fill in form 2, see below instructions.

A. Companies using the **standard stand construction package**

- √ Mark the appropriate box on form 2 if you are using the package of standard stand construction (included in exhibit space fee). The package includes:
- Stand walls 250 cm high.
 - Fascia board with company name and stand number in standard lettering, max. 20 characters ¹⁾.
 - One spotlight/3 m², including electricity connection 1 kW + 2 sockets + consumption ²⁾.
 - Carpet: see colour catalogue via the on-line portal of A-booth ³⁾.
- 1) Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. For instructions how to log in on the A-booth portal see page 33.
 - 2) In case more kW is needed or 24-continuous power: order on-line, see pages 20 and 33 for details.
 - 3) Mark the colour carpet you wish to have in your stand also on-line via the A-booth portal (default colour is Dark Grey). For on-line ordering via A-booth see page 33.

B. Companies building their own stand (Design stand)

- √ Mark the appropriate box on form 2 if you bring/build your own stand (**Note: build-up time is limited**, we highly recommend exhibitors to use the package of standard stand construction).
- The exhibitor, or his stand contractor, should agree with Rose International on construction works to be carried out on Thursday 4 June (**no construction works allowed on Friday 5 June**). See detailed build-up schedule on page 8.
 - It is not possible to order parts of the package of standard stand construction if you build your own stand, neither is there a reduction on the stand space fee if you bring/build your own stand.
 - The stand space includes a 1 kW electricity connection + 2 sockets + consumption: more power and/or 24hr continuous power can be ordered on-line, see pages 20 and 33 for details.
1. The **stand design** must reach Rose International for written **approval before 1 April 2015**.
 2. The design should be scaled with full measurements in cm, including height of the stand walls (should be 2.50 m exactly, measured from the floor of the hall) and of any objects inside the stand which are higher than 2.50 m. Further important instructions: see Section 6.
 3. All exhibitors, as well as their stand contractors and other suppliers, are obliged to read the Rules & Regulations in Section 6.
 4. **Important:** all design stands need to prepare and bring to the exhibition a full method statement incorporating a **risk assessment** and clearly illustrating how the build, operation and deconstruction of the stand will be done safely. More information and templates are available online: secc.co.uk/organise/downloads/event-risk-assessment-template.

Conference Party**Form 3**

Exhibitors who would like to join the Conference party on Monday 8 June (time and location to be announced), please order tickets using form 3. For details on the event see the conference website: www.eshg.org/eshg2015 (Registration / Networking Events). Capacity is limited, so register early.

Lunch Boxes**Form 3**

Lunch boxes can be ordered by exhibitors for Saturday 6, Sunday 7, and Monday 8 June, use form 3. No on-site ordering of these lunch boxes.

On Saturday 6, Sunday 7 and Monday 8 June the ordered lunch boxes will be available at the coffee terraces in the Exhibition area around 12.00 hrs daily.

Tickets Pick-up - Conference Party & Lunch Boxes**Form 3**

Ordered tickets for the Conference party and lunch boxes will be given to the **person designated** by the exhibiting company, no individual pick-up of these tickets. The name of the designated person should be filled in on form 3. Tickets should be picked up at the **Exhibition Service Desk** (opening days/hours on page 9).

Note: Lost or forgotten tickets cannot be replaced or refunded.

Co-exhibitor on the Stand**ON REQUEST**

Exhibitors may share the stand with their official local distributor/agent for the United Kingdom (one company). The exhibitor will be charged for the co-exhibitor fee of EURO 750.00. This fee covers one exhibitor badge for the agent/distributor, their company name on the fascia of the stand and listing in the exhibition catalogue.

Contact Rose International for further details and approval, and in case you wish to invite more agents or distributors on the stand.

VAT & VAT Reclaim**ON REQUEST**

All fees in this manual are exclusive VAT. If and where applicable in your situation, VAT will be specified on your relevant invoices. Keep original invoices (and receipts of e.g. taxi's) carefully, you need these to reclaim VAT, if applicable in your situation, in:

- UK:	Exhibitor and Exhibits Only Badges	-	UK VAT law applies
	Conference Party tickets	-	UK VAT law applies
	Lunch boxes	-	UK VAT law applies
- Austria:	Lead Retrieval System	-	Austrian VAT law applies

Rose International can provide contact details of their own VAT agent in the UK, who would be able to help you reclaim your VAT in the UK, if applicable in your situation. Same for VAT agent in Austria.

Exhibitors in EU countries can, in most cases, reclaim VAT in the UK via their national on-line tax portal.

Payment Procedures

1. After finalizing your orders for A-booth via the on-line portal, you can indicate if you would like to pay by bank transfer or by credit card (additional surcharge 6%). You will receive an order confirmation and invoice directly from A-booth.
Note: Orders placed after the deadline can only be paid via credit card.
2. For bank transfers use the bank details as stated on the invoice which you will receive.
Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly. Always use Swift/BIC code and IBAN as stated on the invoice.
3. Only services for which full payment has been received before opening of the exhibition will be delivered.
4. Prices may be subject to changes. If invoices must be changed on request of the exhibitor, A-booth charges and administration fee of EURO 25.00.

Carpet Colour

On-line

Carpet is included in the standard stand package. Exhibitors can choose from 14 different colours. Please indicate via the on-line portal of A-booth the colour carpet for your stand. The default colour is Dark Grey.

Company name on Fascia Board

Exclusive supplier – On-line

All exhibiting companies using the package of standard stand construction are entitled to have their company name and stand number printed on the fascia board, in standard lettering (max. 20 characters). Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board.

Extra Stand Components

Exclusive supplier – On-line

To order additional elements for the standard stand construction (shelves, storage, etc.) please go to the A-booth on-line portal. Bear in mind to order storage on your stand to hide your spare supplies.

Additional Electricity Connections & Supplies

Exclusive supplier - On-line

- Each exhibitor is entitled to an electricity connection of 1 kW + 2 free sockets, including consumption (EURO 195.00 excl. VAT, invoiced by Rose International).
- Exhibitors can indicate whether they would like to have UK sockets instead of regular European sockets via the on-line portal of A-booth.
- If you need more power, or 24-hour continuous power (e.g. for a fridge), order on-line via A-booth.
- Lights and power in the stand may not be switched off (SECC takes care of this, except 24 hr connections). Make sure to switch off your equipment on the equipment itself.
- For safety reasons, all power supplies are shut off half an hour after the close of the exhibition on Monday 8 June at 18.00 hrs.

Electricity

Single phase 230V/50 Hz current up to 3 kW. Three-phase 400V/50 Hz current + neutral above 3 kW. Electricity connections come from the floor.

Plugs, sockets and adapters

Plugs and sockets in the UK are not the same as regular European plugs and sockets: see pictures below. The 2 free sockets in your package will have European plugs unless you have indicated via the on-line portal of A-Booth that you wish to have UK plugs. Adapters (e.g. European to UK) can be ordered through the online portal of A-booth.



UK Socket



EU Socket

Voltage transformers

For **equipment requiring 110/120V, a transformer is needed to connect to 230V/400V**. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth. **No on-site** ordering of transformers.

Logo's & Graphics

On-line

To order your company logo (e.g. for the stand fascia) or other graphics, use the on-line portal of A-booth.

Note: A-booth is *exclusive supplier* of logo's on the fascia board and for graphics that need to be printed on stand walls of the standard stand construction package.

Furniture

On-line

The furniture catalogue can be found via the on-line portal of A-booth. Please place your furniture order directly online.

Audiovisual & Computer Facilities

On-line

Use the A-booth on-line portal to order plasma screens, audio-visual equipment, monitors, laptops and related equipment. For items not listed, please contact A-booth directly (see contact details on page 19).

Stand Lay-Out

On-line

To indicate the location of e.g. your storage or book shelves, extra components to your package of standard stand construction, exhibitors can use the tool provided on-line via the portal of A-booth.

SERVICES – SECC (official supplier)		
1.	Payment procedures	See order form
2.	Internet connections – <i>exclusive supplier</i>	Form 4
3.	Stand catering – <i>exclusive supplier</i>	On-line

Name **The Scottish Exhibition and Conference Centre – SECC**
Address Exhibition Way
 G3 8YW Glasgow, United Kingdom
Contact SECC Technical Services E-mail technical.services@secc.co.uk
Telephone +44 141 275 6218

Payment Procedures

1. SECC accepts credit and debit cards for payments (**note:** AMEX not accepted).
2. Payment must be received in full when placing your order. No orders will be processed without payment.
3. The invoice will be sent to you after payment has been received.
4. Any orders placed in advance or 7 days prior to the first day of build-up will be charged the “Early Bird Rate”. Any orders placed outwith this time will be charged at the “Standard Rate”.

Internet Connections

Exclusive supplier – Form 4

WiFi will be available free of charge in the exhibition hall, but continuous access cannot be guaranteed, so if you need Internet access on the stand for e.g. presentations, order a dedicated line. To order your own Internet access, go to Form 4, page 34. Also see page 35 for additional information and conditions.

Stand Catering

Exclusive supplier – Online Ordering

For stand catering note the following:

- It is not allowed to serve drinks/food on your stand, or anywhere else in The SECC, unless these are ordered from the official ESHG 2015 catering company (Levy Restaurants).
- For catering orders on your stand for up to 25 persons, you can order online. To order for up to 25 persons go to: <http://secc.standdelivery.co.uk/>. On the homepage select the ESHG 2015 exhibition: **European Society of Human Genetics**. After placing your order and checking out, you can register and create your own login.
- For catering orders on the stand for more than 25 persons, contact Rose International to obtain approval for your plans.

SERVICES – blooms

1. Flower & Plants arrangements

Form 5

Name blooms
 Address Unit M6, Rosemount Workspace
 Charles St, Glasgow, G21 2QA
 Contact Elaine Minto E-mail Elaine@blooms.co.uk
 Telephone +44 (0) 141 404 0147

Flowers & Plants

Form 5

Plants and flower arrangements can be ordered with form 5 on page 37. Kindly send your order form directly to blooms at: Elaine@blooms.co.uk.

Flowers and plant arrangements are rented so may not be taken by exhibitors at the end of the exhibition.

SERVICES – WEBGES (official supplier)

1. Lead Retrieval System

Form 6

Name Webges Meeting Applications GmbH
 Address Nussdorferstr. 20/22, AT-1090 Vienna, Austria
 Contact Tamara Dworschak Mobile +43 (0)676 83 437 318
 E-mail leadssystem@webges.com URL <http://www.webges.com>
 Telephone +43 (0)1 3196 9991 8 Fax +43 (0)1 3196 9993 3

Lead Retrieval System

A lead retrieval system is available from Webges. Detailed information and order form 6 may be found in Section 5, pages 39-41.

SERVICES – Glasgow City Marketing Bureau (official hotel agent)

1. Hotel Accommodation

Online: www.eshg.org/hotel2015.0.html

Name Glasgow City Marketing Bureau
 E-mail accommodation@glasgowcitymarketingbureau.com
 Telephone +44 (0) 141 566 0821 / 0820

Hotel Accommodation

Please book your hotel room (or rooms up to max 9) at www.eshg.org/hotel2015, URL of the ESHG 2015 official hotel agent, Glasgow City Marketing Bureau. For **group bookings** (more than 9 rooms) please contact Glasgow City Marketing Bureau at accommodation@glasgowcitymarketingbureau.com.

SERVICES – Valverde (official freight forwarder)		
1.	Customs clearance & freight forwarding	Section 4
2.	Storage of empties	Section 4
3.	Manpower	Section 4

Name	Valverde BV		
Address	Triport 1, 6th Floor, Evert van de Beekstraat 46, 1118 CL Schiphol		
Contact	Bas Wiendels	E-mail	eshg@valverde.nl info@valverde.nl
Telephone	+31 (0)20 653 8555	Fax	+31 (0)20 653 7658

To order, ask for information and a quotation for the handling of your exhibit materials, manpower to unload/load etc., use the order form in the back of Section 4, page 27.

To ensure that your materials arrive in time at your stand at ESHG 2015, read all shipping information, and the deadlines, in Section 4. Also note the below important information on the services of Valverde.

Customs Clearance & Freight Forwarding **Section 4**

Rose International has appointed Valverde as the official logistics supplier for ESHG 2015. Valverde offers a complete range of logistics services to guarantee smooth and safe build-up and break-down procedures. The use of forklift trucks and other motorized transport and lifting equipment by other parties than Valverde is not allowed. See Section 4 for shipping instructions, tariff, order form, and packing list.

Important aspects for your shipping:

- Carefully note arrival deadlines on page 24 in Section 4, these are crucial.
- Do not send any goods directly to the SECC; these will not be accepted.
- Courier shipments should be avoided. If courier shipment cannot be avoided, go through Valverde (see instructions in Section 4, page 24).
- Make sure that your company staff at the stand in Glasgow bring with them:
 1. **Copies of all freight documents issued at the point of departure of your goods.**
 2. **Full contact details, including mobile phone, of your contact at the freight forwarder who shipped your goods to Glasgow.**

These documents and contact details are needed if your goods have not arrived in Glasgow in time. Valverde will only be able to help search for your goods if your company staff can give them these documents and contact details.

Remember that exhibit installation is restricted to Friday 5 June.

Storage of Empties *Exclusive supplier – Section 4*

Empties (carton boxes, crates, boxes of display systems etc.) may not remain in your booth, behind the booth or in the aisles. Contact Valverde for handling and storage of your empties. Remember that **aisles should be cleared of all empties etc. on Friday 5 June at 17.00 hrs.**

Manpower **Section 4**

In case you need manpower to help loading/unloading your exhibits or to put up a display in your stand, please contact Valverde for information and a quotation (see contact details on page 27).

CUSTOMS CLEARANCE & FREIGHT FORWARDING



Shipping Instructions ESHG 2015

We are pleased to have the opportunity to inform you that Valverde is the appointed freight agent for the ESHG 2015 in Glasgow. This shipping manual will assist you in your preparation for the correct and timely dispatch of your exhibits to Glasgow. If you intend to send any freight to the event, please inform us well in advance so that we can assist you with the shipping process.

Contact Details

Name	Valverde BV		
Contact	Bas Wiendels		
Address	Evert van de Beekstraat 46 1118 CL Schiphol, The Netherlands		
Telephone	+31 (0)20 653 8555	Fax	+31 (0)20 653 7658
URL	www.valverde.nl	E-mail	eshg@valverde.nl info@valverde.nl

Exhibition, Build-up and Break-down Dates and times

See pages 8-9 in this manual.

Arrival deadlines and time schedule

Latest arrival date airfreight	29 th may 2015
Latest arrival sea freight	25 th may 2015
Latest arrival to our warehouse (road / courier)	28 th may 2015

How to consign your shipment

All exhibition goods despatched should be consigned as follows:

Airfreight

Airport of destination: Amsterdam / The Netherlands
Valverde BV / ESHG 2015
Capronilaan 12-20
1119 NR Schiphol, The Netherlands

Sea freight

Port of destination: Rotterdam / The Netherlands
Valverde BV / ESHG 2015
Capronilaan 12-20
1119 NR Schiphol, The Netherlands

Warehouse

Stevie Cameron Event Logistics Ltd
ABRA Storage
2 Glenburn Rd
College Milton North
East Kilbride
G74 5 BA Glasgow, United Kingdom

Documentation and requirements

Commercial invoice:

- All products must be detailed with goods description, in the English language.
- Model and serial numbers of the equipment (if applicable) must be indicated on the invoice.

► **Continued on next page.**

- A full harmonised customs code number must be shown per product.
- Country of origin.
- Name of the person in charge.
- Date.
- Cargo quantities, unit prices, total amounts, gross weight in kilograms and measurements in L x W x H in cm must be indicated on the invoice.
- A CIF Amsterdam value for the goods must be indicated as a total.
- Please ensure that your stand number has been indicated on the invoice.
- The following declaration must be indicated: "The invoiced goods are of ...(country)... origin and are intended for display purposes only at the exhibition site in Glasgow".

Airfreight shipments

Master Airway bill (do not ship airfreight shipments consolidated)

The following documents should go forward as originals attached to the MAWB:

- 3 x original + 1 x copy of Air Waybill.
- 3 x original commercial invoice.
- 3 x original packing list.

Sea freight shipments

Ocean Bill of Lading:

- 2 x original and 3 x copy Bill of Lading.
- 3 x original commercial invoice.
- 3 x original packing list.

Road freight shipments

- 2 x original commercial invoice.
- 2 x original packing list.

Document pre-advise

Please pre-advise all shipments with copies of AWB / Bill of Lading, invoices, packing lists to:

- By mail: eshg@valverde.nl
- By fax: +31 (0) 20 65 37 658

Fumigation certificate for wood packing

A fumigation certificate is not required, but wood packing entering the Netherlands, such as pallets, crates, boxes and blocking / bracing materials must comply with IPPC standard ISPM#15. All crates, pallets etc. therefore have to be IPPC logo stamped.

TariffsInbound airfreight

From free arrival at Glasgow airport till arrival show site per shipment excl. airline storage charges, agent fees, customs formalities and delivery to the stand.

Basic amount per shipment	€ 125,-
0 - 100 kgs. per kg.	€ 0,50
101 - 300 kgs. per kg.	€ 0,45
300 kgs. + per additional kg.	€ 0,40

Rates include airport handling fees and transit document.

Deconsolidation charges and warehouse rent will be passed on to you at cost.

Unloading of goods

Unloading and direct delivery to stand.

Airfreight and sea freight shipments € 8,- per 100 kg.
Minimum € 72,-

Unloading and delivery via warehouse to stand

Road freight and courier shipments € 16,- per 100 kg.
Minimum € 144,-

This will be charged at 1m3 equals 500 kilo whichever is greater.

Storage of goods and packing materials

Storage of shipments before and after the exhibition per day, per m3	€ 18,50
Handling and storage of packing materials during exhibition, per m3	€ 45,- Minimum 2 m3

Surcharges applicable when collected from or re-delivered to stand outside normal working hours.

Custom clearance

Inbound:	Temporary import - per shipment	€ 135,-
	Bond fee	1% of CIF value (min. € 75, per shipment)
	Permanent import - per shipment	€ 135,-
	Advance of funds	10%
Outbound:	Export declaration - per shipment	€ 135,-
	Bond fee	1% of CIF value (min. € 75, per shipment)

Please contact us for high values.

Liability

On all our transactions the latest version of the Dutch FENEX conditions are applicable. All work is carried out subject to the general conditions of the federation of the Dutch forwarding agent's organization FENEX, deposited at the Registry of the Court at Amsterdam, Arnhem, Breda and Rotterdam latest version. These conditions will be sent to you on request.

Insurance

We strongly advise you to insure your exhibits during transport and event period. Valverde can offer you this insurance on request.

General conditions

- All orders can be cancelled one week before the start of the build-up free of charge. Thereafter we will charge a cancellation fee.
- A late arrival surcharge of 15% will apply for all goods arriving after the ultimate or advised arrival date.
- We advise you to use one of our preferred agents in your country. If your country is not listed please contact us and we will advise.
- Credit card transactions will be charged with a 5% surcharge on the total invoice amount.
- Our normal working hours are weekdays from 8am until 6pm.
- A surcharge of 50% is charged for hours outside normal working hours and on Saturdays.
- On Saturdays after 4pm and on Sundays and public holidays a surcharge of 100% applies.
- The volume conversion of this tariff is 1 cubic meter equals 300 kilo if not mentioned otherwise.
- If not indicated otherwise a surcharge of 3% advance of funds fee for all third party costs applies.
- Payment terms: 10 days.

SERVICES ORDERS – IMPORTANT Information

SERVICES ORDERS

IMPORTANT INFORMATION

1. On the next page you will find an overview of services, indicating if a service should be ordered on-line or with an order form in this manual. The deadlines by which services orders should have reached the relevant suppliers are also shown.
2. For services to be ordered with an order form, the order forms can be found in this section.

For services to be ordered on-line, a 'how to order on-line' information sheet is included in this section. Same for services for which the form will be sent to exhibitors by e-mail (catalogue entry and Badge forms).

See page numbers for forms and information sheets on the next page overview.

3. Before ordering on-line or with an order form, we strongly recommend that you read the information on the offered services in Section 3.
4. Orders should be sent directly to the relevant suppliers.
5. Supplier name, fax number, e-mail address and URL (for on-line ordering) are printed on each form/information sheet.
6. Keep copies of your orders, bring these with you to the exhibition and have these available during build-up.
7. Observe the deadlines for ordering. Considerable surcharges are applicable after the deadlines.

Deadlines and surcharges are printed on order forms and shown in 'how to order on-line' information sheets.

8. Your signature on the order forms is considered to be the signature of a legal representative of the exhibiting company, or his supplier, and therefore legally binding for the company appearing the form.
9. For any services not listed in this manual, contact Rose International.

SERVICES & DEADLINES

ORDER FORM OR ON-LINE	PAGE #	SUBJECT	DEADLINE	MANDATORY OR RECOMMENDED	SUPPLIER
Section 4 Order Form	24-27	Freight Forwarder services: shipment and storage of empties. Information / contact: Section 4	as soon as possible !!!	Highly Recommended	Valverde
Section 3 See page 22	22	Hotel Accommodation	as soon as possible		Glasgow City Marketing Bureau
Section 3 Form by E-mail	16	Catalogue & Subject Index Entry	1 April	Mandatory	Rose Int.
Section 3 Form by E-mail	16-17	Exhibitor & Exhibits Only Badges	15 April	Mandatory	Rose Int.
Form 1	30	Payments to Rose International	15 April	Mandatory	Rose Int.
Form 2	31	Standard Stand Construction or Own/Design Stand	15 April	Mandatory	Rose Int.
Form 3	32	Conference Party / Lunch Boxes	15 April		Rose Int.
On request	18	Co-exhibitor Information	-		Rose Int.
On request	18	VAT & VAT Reclaim Information	-		Rose Int.
On request	19	Extra Cleaning Service	15 April		Rose Int.
On request	19	Waste Disposal	15 April		Rose Int.
On request	19	Water & Compressed Air	15 April		Rose Int.
On request	19	Temporary Staff	15 April		Rose Int.
On-line	33	Carpet Colour	15 May		A-Booth
On-line	33	Company name on Fascia Board	15 May		A-Booth
On-line	33	Extra Stand Components	15 May		A-Booth
On-line	33	Logo's & Graphics	15 May		A-Booth
On-line	33	Electricity & Connections	15 May		A-Booth
On-line	33	Furniture	15 May		A-Booth
On-line	33	Audiovisual & Computer Facilities	15 May		A-Booth
On-line	33	Stand Lay-out	15 May		A-Booth
Form 4	34-35	Internet connection	15 May		SECC
On-line	36	Stand Catering	15 May		SECC
Form 5	37-38	Flowers & Plants	15 May		Blooms
Form 6	39-41	Lead Retrieval System	8 May		Webges

Fax or e-mail this form to:



P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 (0)70 383 8901
Fax: +31 (0)70 381 8936
Contact:
Krista Vink
E-mail:
kvink@rose-international.com

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel:

RETURN with your order(s)
before 15 April 2015
Mandatory for all exhibitors
No need to fill in credit card details if you place your orders
before 15 April 2015 and wish to pay by bank

- The undersigned will pay her/his orders (please tick appropriate box):
by bank All bank costs to be paid by exhibitor
No bank payments for orders received after 15 April 2015
by credit card A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged. Please provide your credit card details below.

The undersigned agrees that Rose International charges her/his credit card as indicated above.
A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged.
by Visa by Master by American Express
Please write/print very clearly
CREDIT CARD N°
VALID THROUGH SECURITY CODE*
SECURITY CODE*: last 3 digits on the signature space on the back of the card
NAME ON CREDIT CARD
DATE
SIGNATURE

Fax or e-mail this form to:



P.O. Box 93260
 NL-2509 AG The Hague
 Tel.: +31 (0)70 383 8901
 Fax: +31 (0)70 381 8936
 Contact:
Krista Vink
 E-mail:
kvink@rose-international.com

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel:

RETURN BEFORE 15 April 2015
Mandatory for each exhibitor

Please indicate standard stand construction or own/design stand:

YES, we will use the package of **standard stand construction**

Colour carpet
 The carpet is included in your standard stand package. You can choose from 14 colours. How to order your colour please see page 33, A-Booth Services On-line Ordering, for instructions.

Company name on Fascia Board
 Your company name on the fascia board of the stand is included in your standard stand package. To instruct us how your company name should appear on the fascia board, please see page 33, A-Booth Services On-line Ordering, for instructions.

Display system / pop-up
 Inform Rose International timely of the measurements (width + height in cm) of any **display system** that you may wish to **put up inside the standard stand construction stand**.

NO, we will **build our own stand** (a display system is not a stand!)

1) We will **bring and build our own design stand** and will send the **stand design** including full measurements in cm to Rose International **before 1 April 2015 for their approval**. See important guidelines and instructions for design stands on pages 11, 18 and 44.

2) Our **stand contractor** who will design and build the stand is:

Company name: _____

Contact: _____

Telephone: _____ Fax: _____

Mobile Phone: _____

E-mail: _____

Fax or e-mail this form to:



P.O. Box 93260
 NL-2509 AG The Hague
 Tel.: +31 (0)70 383 8901
 Fax: +31 (0)70 381 8936
 Contact:
Krista Vink
 E-mail:
kvink@rose-international.com

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel:

RETURN BEFORE 15 April 2015
Surcharge after 15 April 2015: 15%

The undersigned would like to order tickets for the networking party and lunch boxes as indicated below.

ITEM DESCRIPTION	TOTAL QUANTITY	PRICE PER PERSON	TOTAL
Conference Party on Monday, 8 June		€ 49.00	€
Lunch box*, Saturday, 6 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 16.00	€
Lunch box*, Sunday, 7 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 16.00	€
Lunch box*, Monday, 8 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 16.00	€
SUB TOTAL LUNCH BOXES, excluding VAT			€
UK VAT 20%			€
TOTAL CONFERENCE PARTY TICKETS & LUNCH BOXES, including VAT			€

* Please indicate number of regular and vegetarian lunch boxes.

Note: Conference Party and Lunch box tickets are **non-refundable after ordering**. The ordered tickets will be given to the person designated by the exhibiting company, no individual pick-up of these tickets. Pick-up at the Exhibition Service Desk (opening days/hours on page 9).

► **Designated person to collect the Conference Party and Lunch Box tickets:**

.....(First Name, Last Name)

Date

Signature + Company Stamp

Contact Details A-booth



Name A-Booth exhibition services
 Address Skoon 37
 NL – 1511 HV Oostzaan, The Netherlands
 Contact Jaap-Kees Snoeij
 E-mail Jaap-kees@a-booth.nl
 Telephone +31 (0)75 622 55 81

ORDER BEFORE 15 May 2015

Surcharge after 15 May 2015: 25%

For ordering the following services please go to: eshg2015.aboothmanual.nl

1.	Carpet Colour	On-line
2.	Company name on Fascia Board – <i>exclusive supplier</i>	On-line
3.	Extra stand components – <i>exclusive supplier</i>	On-line
4.	Additional Electricity Connections & Supplies – <i>exclusive supplier</i>	On-line
5.	Logo's & Graphics*	On-line
6.	Furniture	On-line
7.	Audiovisual & Computer Facilities	On-line
8.	Stand lay-out	On-line

After **15 May 2015**, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Each Exhibitor **who signed up for the exhibition before 1 February 2015** receive a welcome e-mail with password and username at the beginning of February 2015. Exhibitors who booked their stand after 1 February 2015 will receive their log in details within 2 weeks **after receiving** the official booking confirmation from Rose International. In case of any issues with your log in credentials please contact A-booth: jaap-kees@a-booth.nl.

Fax or e-mail this form to:



E-mail: technical.services@secc.co.uk

Stand No:	_____
Company:	_____
Contact:	_____
E-mail:	_____

RETURN BEFORE 15 May 2015
Early Bird fee for orders before 15 May

The undersigned orders the following Internet Connection for the stand:

Item description	# Items	Early Bird Price	Standard Price	Total
High Bandwidth Internet Connection (Hard Wire) <ul style="list-style-type: none"> RJ45 Internet connection provided via a local DHCP server. First connection. 		£ 311.00	£ 414.67	£
Additional High Bandwidth Internet Connections (Hard Wire) <ul style="list-style-type: none"> Each additional internet connection IP address. 		£ 74.04	£ 74.04	£
PC and Internet Package <ul style="list-style-type: none"> PC using the latest operating system c/w 15" flat screen. with high speed internet access. 		£ 456.56	£ 608.75	£
Additional PC and Internet Package		£ 417.79	£ 557.05	£
Laptop and Internet Package <ul style="list-style-type: none"> Laptop and wireless internet access. 		£ 456.56	£ 608.75	£
Exhibitor Wireless Access		£ 233.26	£ 233.26	£
Additional Exhibitor Wireless Access <ul style="list-style-type: none"> High speed internet. Fully supported. 		£ 74.04	£ 74.04	£
Sub Total, excluding VAT				£
VAT 20%, if applicable in your situation, see form 4-1 on next page				£
TOTAL, including VAT				£

INVOICE DETAILS – Please fill out below requested information

Title. Mr/Mrs/Miss _____ **First Name** _____ **Surname** _____

Email _____ **Tel No.** _____

Invoice address _____

Country _____ **Postal code** _____

VAT Number _____

PAYMENT – In case of credit card payment, please fill out below requested information

Credit card: VISA MASTERCARD

Number: _____ **Exp. Date:** _____

_____ **3 digit security number:** _____

Name: _____

*For Visa, MasterCard the card code is the last 3 digit number on the back of your card on or above your signature line.

BACS DETAILS

SEC Ltd
 Clydesdale Bank
 14 Bothwell Street, Glasgow, G2 6QY

Sort code: 82-48-08 Acc. No.: 50217238
 Swift Routing No. : CLYDGB2S
 IBAN: GB19CLYD 8248 0850217238

SUMMARY SPECIFICATION OF SUPPLY – INTERNET CONNECTION**Internet Access**

- a) A supply includes the installation, maintenance and removal of items as requested, in a position on the stand as indicated on the customer's dimensional drawing. For leased line internet connections a CAT5 UTP cable will be presented at the customer's stand.
- b) Responsibility for configuration of leased line internet connection rests with the customer, unless PC configuration has been ordered separately.
- c) SEC reserve the right to disconnect any unauthorized wireless networks.

CONDITIONS OF CONTRACT

1. In this document "**SEC**" means **Scottish Exhibition Centre Limited**.
2. If by reason of force majeure, labour difficulties or shortages of materials or any other cause outside the control of the SEC, SEC is unable to provide all or any of the services ordered by the customer during the whole or any part of the duration of the exhibition, the customer's right shall be limited to the return of a corresponding proportion of the charges paid by him for such services.
3. SEC will not be liable for damage to property or death or injury caused to any persons by or in any way connected with the services agreed to be provided, except only where such damage or death or injury is occasioned by the negligence of SEC, its employees or agents.
4. On no account will SEC be liable for consequential loss suffered by the customer howsoever caused.
5. Orders placed less than 7 days before the first day of buildup will not be carried out until after completion of orders already received. Late orders will be carried out in the order in which they are received, will only be accepted on this basis.
6. SEC reserve the right to refuse to process orders until payment for the supply has been received.
7. The customer agrees to a credit check being carried out, the details of which will be kept strictly confidential.

CANCELLATION

Cancellation of orders will only be accepted when made in writing, where written cancellation is received by SECC later than one week prior to start of buildup, the service will be charged at the standard rate.

PLEASE NOTE:

1. If you require non-standard services please ask for quotations.
2. Return one copy of this form to the SECC at the above address together with your remittance. Please note your order will not be processed without your remittance.
3. The SECC will forward you a VAT invoice in due course.
4. Any orders not priced will be quoted on request.
5. We note the standard conditions of contract and agree that these will apply.

VAT – applicable in your situation?

Your company is based in:

- **An EU country:** VAT is not applicable if you quote your VAT registration number on the order form.
- **Other country:** 20% UK VAT will be charged and should be added to your payment.

Contact Details Levy Restaurants - SECC



Name SECC - Levy Restaurants
 Address Exhibition Way
 G3 8YW Glasgow, United Kingdom
 Contact Jenny Watson
 E-mail standcatering@secc.co.uk
 Telephone +44 (0)141 275 3140

ORDER BEFORE 15 May 2015

For ordering stand catering please go to: <http://secc.standdelivery.co.uk/>

On the homepage you can select the ESHG 2015 exhibition: European Society of Human Genetics.

After placing your order and checking out, you can register and create your own login.

NOTE: for any order above 25 persons, please ask for approval from Rose International

Fax or e-mail this form to:

Elaine Minto NDSF



Tel.: +44 (0) 141 404 0147
 Mobile: +44 (0)79 774 443 43
 Contact: **Elaine Minto**
 E-mail: **elaine@blooms.co.uk**

Stand No:
Company:
Contact:
E-mail:

RETURN BEFORE 15 May 2015

The undersigned orders the following plants and/or flower arrangements (*catalogue/prices on next page*):

ITEM DESCRIPTION & SPECIFIC COLOUR IF DIFFERENT FROM PICTURE IN CATALOGUE	QUANTITY	UNIT PRICE	TOTAL
		£	£
		£	£
		£	£
		£	£
Sub total, excluding VAT			€
VAT 20%, if applicable in your situation ¹⁾			€
Total, including VAT			€

- Rental charges are for the entire period of the exhibition, including set-up day.
- After 22 May 2015, cancellations cannot be accepted and 100% of the costs will be charged and payable.
- 1) VAT: Companies in EU countries no VAT is applied if you state your VAT number below; companies outside EU: 20% UK VAT is applicable.

INVOICE DETAILS – Please fill out below requested information

Title. Mr/Mrs/Miss _____ **First Name** _____ **Surname** _____

Email _____ **Tel No.** _____

Invoice address _____

Country _____ **Postal code** _____

VAT Number _____

PAYMENT – In case of credit card payment, please fill out below requested information

Credit card: VISA MASTERCARD AMERICAN EXPRESS CARD

Number: _____ **Exp. Date:** _____

Name: _____ **Code*:** _____

*For Visa, MasterCard the card code is the last 3 digit number on the back of your card on or above your signature line.

PLANTS & FLOWER ARRANGEMENTS CATALOGUE



Blue/ white
Hydrangea
bowl
£ 25.00



Small vases*
£ 10.00



Colorful Bowl*
£ 40,00



Tropical
bowl*
£ 15.00



Calla Lily
Bowl
£ 15,00



Scottish Bowl*
Small: £ 15.00
Medium: £
20.00
Large: £ 25.00



Mini white
Orchid Bowl
£ 5.00



Cala Lily with
Hydrangea
£ 20.00



Tropical pot
arrangement*
£ 25.00



Green
Goddess
£ 25,00



Tropical
Arrangement
£ 35,00



Orchid plant trough
£ 100,00



Free
standing
planters in
pot
£ 50,00



Free
standing
planters in
pot
£ 50,00



Free standing
planters in pot
£ 50,00

* Colourful bowls can be made in any colour you prefer, please contact Elaine Minto (see details previous page).

Note: All flower and plant arrangements are on the basis of rental, so may not be taken by exhibitors by the end of the exhibition.

In case you cannot find what you are looking for, please contact Elaine Minto.

Fax or e-mail this form to:



Nussdorferstr. 20/22
 AT-1090 Vienna
 Tel.: +43 (0)1 319 69 99 18
 Fax: +43 (0)1 319 69 99 33
 Contact:
Tamara Dworschak
 E-mail:
leadsystem@webges.com

Stand No:	_____
Company:	_____
VAT No:	_____
Address:	_____
Contact:	_____
E-mail:	_____
Tel:	Fax:

RETURN BEFORE 8 May 2015
 Surcharge after 8 May 2015: € 100.00 / net

The undersigned would like to order the following lead retrieval system:

	Orders before May 8	Orders after May 8	Units	€ Total
iOS booth system	€ 420,00 net	€ 520,00 net		
iOS symposium system incl. staff *	€ 375,00 net	€ 475,00 net		
Special Offer **	€ 999,00 net	€ 1099,00 net		

* iOS symposium system incl. staff (max. 3 hours rental period)
 ** Special offer: 1 iOS booth system + 2 symposia systems incl. scan staff

Symposia system: Please inform us about the date(s), time(s) and room(s) of your symposia.

Date	Time	Room

Terms of payment

- Credit card:** VISA MASTERCARD AMEX

Number: _____ Exp. Date: _____
 Name _____ Code*: _____

*For Visa, MasterCard the card code is the last 3 digit number located on the back of your card on or above your signature line. For an American Express card, it is the 4 digits on the FRONT above the end of your card number.

- Bank transfer:**

IBAN: AT 4432 000 000 08111304 / Swift: RLNWATWW

Herewith, I confirm the order of the mentioned number of scanners and accept the General Terms and Conditions incl. cancellation regulations:

 Signature

 Date of signature

WEBGES cLead System

The new WEBGES cLead System is a state-of-the-art, fast and easy system for exhibitors to record contact information. The cLead technology runs with an app and uses a high quality bar code scanner attached to an iOS mobile device (iPod touch, iPhone and iPad).

Exhibition Lead Retrieval - cLead

Rent pre-installed iPod touch devices equipped with the iScan barcode scanner. The exhibitors configuration and product information is preloaded upon collection onsite

By simply scanning a visitor's badge with the iOS device, the contact is entered into the exhibitor's visitor database, including relevant product information and added comments. The data is synchronized with the server and can be exported as an excel file through an online platform.

cLead Features

- Configure products and services before the congress through an online portal.
- Connect the barcode scanners via the dock connector to an iOS device and take advantage of the fast and advanced scanning experience.
- Immediate access to visitors contact information (name, address and profile information) by scanning their badge with an iPod touch.
- See visitors contact information on the device right after scanning the badge.
- Complete missing contact information on the spot, take notes and automate follow-up activities.
- Quick scan mode for scanning delegates at industry and satellite symposia.
- No Wifi needed for the actual scanning process onsite.
- If Wifi is available, data is synchronized continuously.
- Download all data into an Excel file.



Benefits for the exhibitor or industry symposia

- User-friendly, light and easy.
- The scanners connected to an iOS device allow exhibitors to be mobile within their reception areas.
- Web-based interface to set up products and services with control panel to access visitors data.
- On- or off-line scanning is possible, fast scan for symposia.
- Scanned data is synched to the server on scheduled intervals.
- Data is available as soon as the synchronization is finished.

Scan Options

1. Scan and add details (Booth system)
the visitor is effortlessly saved into your individual database. Additionally, data, comments, products and interests can be added.
2. Symposia scan (Symposium system)
the visitor is effortlessly saved into your individual database, but the rental period is limited. Used for special occasions like company satellite or raffle.



Costs to the exhibitor

- The following standard prices are available for exhibitors:
 - € 420,00 net per iPod touch including scanner
 - € 375,00 net per iPod touch including scanner for symposia scans (maximum rental period of 3 hours, including staff)
- These costs are per rented device including the required software systems, and unlimited number of scans / amount of prepared individual data.

► **Continued on next page.**

- Post-deadline (usually 4 weeks before event) orders are charged an extra €100 net.
- All billing is carried out in advance by WEBGES. Payment can be made with Visa, MasterCard & Amex credit cards, or by bank wire transfer.
- cLead systems are rented according to WEBGES Meeting Applications GmbH General Terms & Conditions.
- The cost of lost, damaged or not completely returned hardware will be charged with € 500 per scanner and € 500 per iPod.

Administrative procedure

1. **Order**
Please order the required number of iPods as soon as possible, in order to guarantee the availability as well as the early-bird rate prior to the deadline (May 8th, 2015).
2. **Order confirmation**
After receipt of your order, we will confirm the receipt, invoice and charge the amount due.
3. **Configuration of products and services**
Set up of products and services before the exhibition through an online portal.
4. **Lead capture**
Pick up your scanner or iPod including scanner onsite at the lead service desk. Our staff will be available to answer your questions during the opening hours of the event. Scanned data is synchronized to the server automatically on scheduled intervals.
5. **Data provision**
After synchronization with the database you can access, check, print or download your collected data from the online database. You may add relevant information during sales conversations, since not all delegates will provide their complete contact information during the registration process.

Terms and Conditions

- **Data:** Download of the data via the online database (print out of the list or download of an MS-Excel file). Since not all delegates will provide the registration department with the complete contact information, we cannot guarantee the accuracy of the data.
- **Services included:** Quotes are per scanning device either including or excluding an iPod, software and an unlimited number of scans.
- **Scanning:** Scanning is only allowed on the booth unless agreed by the organizer.
- **Invoicing:** Invoices for the total purchase amount are sent out after receipt of order. Payment can be made via Visa, MasterCard and Amex credit cards or via bank transfer.
- **VAT:** Quotations excl. 20% Austrian VAT
- **Payment term:** Invoices must be settled within two weeks after receipt, net without any obligations to WEBGES. Devices cannot be handed out onsite unless WEBGES received full payment.
- **Order deadline:** After the ordering deadline, WEBGES does not accept orders automatically but will confirm acceptance separately. For orders after the deadline, a surcharge is applicable.
- **Cancellation:** All orders cancelled prior to 30 days of the conference will incur a € 100.00 cancellation fee. Orders cancelled within 30 days of the conference will not be refunded.
- **General Terms and Conditions:** This business is covered by the General Terms and Conditions of the WEBGES Meeting Applications GmbH.

RULES & REGULATIONS ROSE INTERNATIONAL

General

- By completing and signing the Exhibit Application Form, the exhibitor declared her/himself legally bound by the General Conditions of Rose International. These General Conditions are printed on the back side of the exhibit application form, and are available on request from Rose International.

Sharing a Stand and Co-exhibitor (local distributor/agent)

- Exhibitors are not permitted to share any stand space allotted to them with other companies or organisations without prior written consent from Rose International (General Conditions Rose International, art. 3.3).
- Exhibitors who wish to share their stand with a local distributor/agent, please contact Rose International.

Lay-out of the Exhibition Area - Exhibitor' Stand Space

- Rose International reserves the right to alter the general layout of the exhibition and the space allotted to each exhibitor, if unforeseen circumstances warrant such action (General Conditions Rose International, art. 11.1). Should any contingency prevent the holding of the exhibition, the organisers will not be held liable for expenses incurred other than the cost of rental of exhibit space (General Conditions Rose International, art. 6.1 & art. 11.1).

Damage to Building and Rented Materials & Equipment

- Exhibitors are liable for any damage caused by themselves, or by a third party commissioned by them, to any parts of the congress centre, inside and outside (e.g. walls, floors, doors, lifts, pillars, ornaments etc.), and rented materials (e.g. standard stand construction) and equipment (furniture, media equipment etc.) during build-up, operation and dismantling of their stands, or at any other time.
- Repairs or replacement resulting from the disregard of this regulation will be at the sole expense of the exhibitor. This includes any adhesive tape which may remain behind on the floor of the exhibition hall, and/or on walls of the standard stand construction, or e.g. on rented furniture, after dismantling.

Fixing Posters to Stand Walls

- The use of adhesive tape is allowed to fix posters to the walls of the standard stand construction. All tape and glue marks must be removed by exhibitors during dismantling. If tape or marks are left on the walls, the exhibitor will be invoiced for removal or replacement costs. The Exhibition Service Desk of Rose International provides suitable tape.

Suspensions

- It is strictly forbidden to attach any suspensions, signage or whatever to (technical) provisions or structures of the venue, e.g. cables, sprinkler systems, ventilation and smoke removal ducts etc. All suspensions need approval of Rose International and of the venue, so contact Rose International at an early stage for any suspensions you may want to plan in your stand.

Storage of Empties & Spare Materials

- It is not allowed to keep or store empties, boxes (with spare materials) etc. in open space on the stand. Neither is it allowed to leave these anywhere else in the building.
- Order a storage unit in the stand (via on-line portal of A-Booth see instructions on page 33) and/or use the storage services of the official freight forwarding agent (Section 4).

Literature & Give Aways

- Literature on display and promotional give-away items shall be limited to reasonable quantities. Reserve supplies shall be kept in closed containers and stored in a neat and compact manner (remember to order a storage area on your stand).
- Distribution of literature and give aways is not permitted outside of the exhibitor's stand (General Conditions Rose International, art. 3.4). It is however allowed to display exhibitors literature, in small quantities, on the Free Literature table, Section Company Information, in the exhibition area.

Carpet in Stands

- All stand floors must be carpeted. Carpet is included in the package of standard stand construction.
- If you build your own stand, include carpet description in the design.
- If you wish to order carpet for your design stand please contact Rose International.

Waste during Build-up and Dismantling

- Exhibitors and their stand contractors and suppliers are obliged to dispose of their own refuse that is generated during the construction and dismantling periods. This includes left over promotional materials. Contact Rose International to order waste disposal, see page 19, Section 3.

Sound, Lighting & Special Effects

- Written consent is required from Rose International for the use of audio, video and lighting equipment, live music and performances on the stand.
- “Special effects” lighting, smoke machines and laser projection may not be used in the stands, as they are disruptive for neighbouring stands.
- Provided that permission is obtained for sound equipment in the stand, the sound must be regulated and directed into the booth so that it does not disturb neighbouring exhibits and their visitors.
- In case you plan (scheduled) presentations on the stand with sound amplification, make sure to get permission from Rose International before making any arrangements.

Goods not Allowed

The following materials, equipment, goods are not permitted in the congress centre:

- Easily inflammable or explosive substances, gases and dangerous goods, including radioactive and chemical substances. In particular, Ethylene oxide, carbon disulphide, sulphuric ether and acetone. Goods or appliances which cause a nuisance by virtue of smell, sound, light or in any other way.
- Balloons inflated with flammable or toxic gas, celluloid items, any types of heating devices, goods not listed in the application form submitted by the exhibitor.
- The organiser and/or the congress centre reserve the right to remove any dangerous goods or unhealthy equipment which releases disagreeable, harmful or disturbing odours, as well as installations likely to detract from the general appearance.

Demonstrations & Promotional Activities

- All demonstrations, interviews etc. must be confined to the limits of the exhibit space.
- Do not place a demonstration area or device on the aisle lines of your stand.
- Leave space within your own exhibition space to absorb the visitors.
- Rose International reserves the right to determine at what point promotional activities interfere with the interests of other exhibitors and/or the visitors, and therefore must be discontinued.

Payment Policy

- Payment for products/services ordered should be settled directly with Rose International or the relevant (official) supplier as applicable. All payments should be settled before the start of the build-up period, taking into consideration the payment date as stated on the individual invoices. Not complying with this regulation will cause delay in your build-up procedures, because Rose International does not allow move-in of exhibits until all financial obligations have been fulfilled.
- If payment on-site cannot be avoided, then make sure that, at the beginning of the build-up, a member of your crew is authorised to take care of the payment (cash or credit card). All on-site orders should be paid in EURO with credit card, or in cash.

Insurance Policy

- Rose International cannot accept any liability for damage, loss, theft, disappearance or injury of anything or anybody due to any cause. The exhibitor and the contractors he may employ are obliged to take out insurance against third party risks before the start of the exhibition. The costs of these insurances are for the exhibitor’s account.

Instructions

- Exhibitors are obliged to follow the instructions given by or on behalf of the organisers regarding build-up procedures, safety and general appearance of the exhibition, advertising, goods or objects on display, decoration and dismantling procedures (General Conditions Rose International, art. 3.1).

SECC regulations

- Make sure to carefully read the SECC regulations at: secc.co.uk/organise/downloads.
- SECC reserve the right to disconnect any unauthorized wireless networks.

In all those cases not foreseen by these Rules & Regulations and/or by the General Conditions of Rose International, Rose International shall decide (General Conditions Rose International, art. 12.1).

INSTRUCTIONS FOR DESIGN STANDS

Exhibitors building their own stand must comply with the following instructions:

- Design stands (exhibitors building their own stand) need the approval of Rose International. Therefore Rose International needs to be informed if exhibitors use the package of standard stand construction, or build their own stand, before **1 April 2015**. Use Form 2 in Section 5, page 31.
- Stand walls should be finished on both sides; it is not allowed to use the walls of neighbouring stands.
- The sight on/of neighbouring stands may not be hindered. The overriding principle for the design of all stands is transparency. All open sides of the stand must be freely accessible; this means that at least 80% of aisle sides must remain open and may not be closed or obstructed by e.g. walls.
- The building height of the stand (walls) should be 2.50 m exactly, measured from the floor of the hall; permission to build higher is required from Rose International.
- Stands with a platform/raised floor higher than 2 cm, on which visitors are permitted, must have an 0.80 m wide access ramp with a slope of 2 - 8 %. The ramp must be integrated in the stand design within the allotted floor space.
- The layout of the stands must not hide the general safety signs indicating the location of (emergency) exits. Fire extinguishers and related material may not be hidden or obstructed. This includes fire hose cabinets, glass breaking instruments and emergency (wall) phones.
- White lettering on a green background is strictly forbidden; it is reserved for general safety signs.
- All stands must be carpeted; use only removable tape; leave no tape behind after dismantling and ensure to leave the floor without any signs of tape.
- Stand lights are compulsory.
- Each exhibitor receives a basic electricity connection of 1 kW + 2 sockets + consumption as part of their exhibit space package. See page 20 for how to order more power.
- Objects in a stand which are higher than 2.50 m should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls; for objects higher than 2.50 m permission is required from Rose International.
- Suspension/rigging is possible in most areas considering the height of the hall, but build-up time is limited and permission is required from Rose International for any suspensions/rigging; all costs involved are for the exhibitor; contact Rose International well before 15 April 2015 if you plan any suspensions.
- **No sawing and painting allowed in the exhibition hall**; bring ready-made materials. This is, in the first place, to ensure that aisles, surrounding stands and carpet in poster and catering areas are kept clean. Secondly, build-up time is limited and all **building/construction works should be finished on Thursday 4 June before 19.00 hrs.**
- For build-up and dismantling schedules: see Section 2, page 8 - 9. Remember to agree, in writing, with Rose International, on your construction works on Thursday 4 June 2015.
- All design stands need to prepare and bring to the exhibition a full method statement incorporating a **risk assessment** and clearly illustrate how the build, operation and deconstruction of the stand will be done safely. More information and templates are available online:
<http://secc.co.uk/organise/downloads/event-risk-assesment-template.aspx>